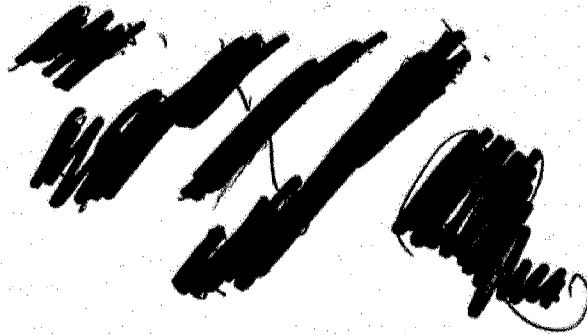


# Exhibit 819-2

# WEBSTER'S NEW WORLD™

## Telecom Dictionary

Ray Horak



Wiley Publishing, Inc.

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**SCSI (Small Computer System Interface)**

Program is one of four programs established by the Telecommunications Act of 1996, supported by the Universal Service Fund (USF), and administered by the Universal Service Administrative Company (USAC). See also *Telecommunications Act of 1996*, *USAC*, and *USF*.

**SCN (Switched Circuit Network)** More commonly known as circuit-switched network. A network based on circuit switching, rather than packet switching. The traditional public switched telephone network (PSTN) is an SCN, although it rapidly is transitioning to packet switching based on the Internet Protocol (IP), the fundamental protocol of the Internet. See also *circuit switch*, *Internet*, *IP*, *packet switch*, and *PSTN*.

**SCO (Synchronous Connection-Oriented)** A Bluetooth link option intended for real-time packet voice, which certainly benefits from a pre-defined path over a synchronous transmission facility. Bluetooth specifications also include an asynchronous connectionless link (ACL) for packet data. See also *ACL*, *Bluetooth*, *connection-oriented*, *link*, *packet*, and *synchronous*.

**scope creep** Referring to the gradual broadening of the scope of a project, and often due to some combination of poor project design, documentation, and management. Scope creep also can be attributed to opportunistic vendors attempting to increase the scope of a project and their associated revenues or opportunistic clients seeking to get a vendor to provide additional products or services at no charge.

**SCP (Service Control Point)** In the advanced intelligent network (AIN) architecture, an intelligent node that contains customer information in a database residing on a centralized network server. An SCP provides routing and other instructions to a service switching point (SSP). See also *AIN*, *database*, *node*, *server*, and *SSP*.

**SCR (Sustainable Cell Rate)** In asynchronous transfer mode (ATM), a traffic parameter defined as the maximum average rate at which the network agrees to accept cells and support their transfer from end to end for each user network interface (UNI). In other words, SCR is the average throughput. Enforcement of the SCR enables the network to allocate sufficient resources to ensure that the quality of service (QoS) parameters such as cell loss ratio (CLR) and cell transfer delay (CTD) are met over a period of time. SCR applies to variable bit rate (VBR) services. *ATM*, *cell*, *CLR*, *CTD*, *QoS*, *throughput*, *traffic parameter*, *UNI*, and *VBR*.

**scramble** To transpose, invert, displace, or otherwise modify a signal so as to render it unintelligible without the special receiving equipment to unscramble the signal. See also *encrypt* and *signal*.

**screen pop** A feature of customer contact systems that brings up a customer record or profile on the computer screen of a call center agent as an incoming call from the customer is connected. As the customer call connects to the call center, the automatic call distributor (ACD) receives the calling telephone number through Calling Line Identification (CLID) or Automatic Number Identification (ANI). In the absence of that information, the system can request that the customer enter an account number or some other Personal Identification Number (PIN). The ACD can request a database search to locate the customer's profile and any associated records. If the search is successful, the ACD then coordinates the presentation of the customer records in a screen pop as it connects the telephone call to the agent. See also *ACD*, *ANI*, *call center*, *call vectoring*, and *CLID*.

**screened twisted pair (ScTP)** See *ScTP*.

**scripting** Referring to the use of a simple scripting language to instruct a computer to perform a specific task, such as mimicking the log-on procedures of an e-mail program.

**SCSI (Small Computer System Interface)** Pronounced *sazzy*. A high speed parallel interface defined by the X3T9.2 committee of the American National Standards Institute (ANSI) for connecting minicomputers to peripherals, to other computers, and to local area networks (LANs). The several SCSI versions have bus widths of 8 or 16 bits and support data transfer rates of 5–640 Mbps. A single SCSI port can support as many as 7 devices, such as hard disk drives, optical drives, scanners, laser printers, and digital cameras, in a daisy chain. See also *ANSI*, *daisy chain*, *iSCSI*, *LAN*, *microcomputer*, and *peripheral*.